

# Process Excellence Advisory



Digitalisation is the aspiration of modern organisations. But without a clear understanding of the processes behind a change, transformation initiatives are destined to fail. That is where process excellence comes in.

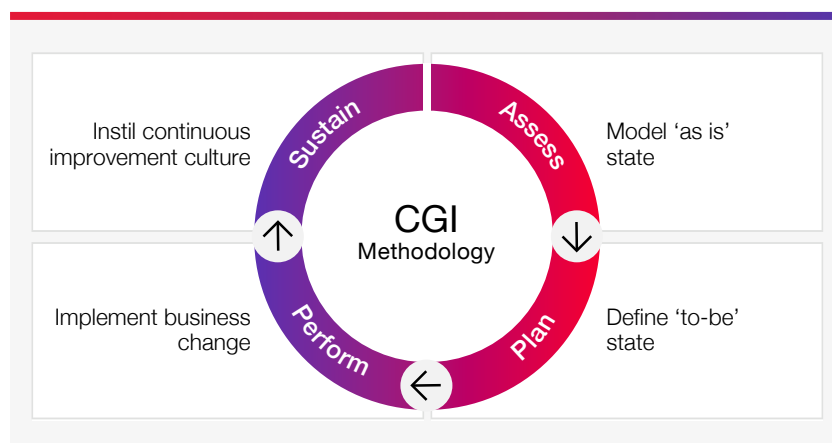
## The challenge

Everything everyone does in an organisation is a process; these processes are fundamental to an organisation's ability to deliver value. Whilst 96% of organisations have some form of documented process, only 4% effectively track and manage them. This results in inefficient processes causing complexities and bottlenecks that cost time and money, as well as lost opportunities for process improvements.

## Our approach

Process excellence is much more than process improvement and automation. It encourages people to learn and adapt to new ways of working, aligning culture to an organisation's goals and strategies and inspiring continuous performance monitoring along the way.

CGI offers an end-to-end solution to help clients achieve process excellence, aligning people, processes and technology to create sustainable improvement.



## Why CGI?

We provide a positive experience of change, even for complex projects with lots of moving parts.

Our clients compliment us on how we make their transition from old to new feel 'seamless'. That is because we transition people into their future ways of working with care, attention to detail and a strong focus on what is important to them.

## Our experience

Our business change consultants have real-world experience of multiple change methodologies. We can therefore determine and apply an evidence-based approach that works in the context of your organisation's culture and needs.

Our experience is across organisations and geographies, delivering changes ranging from small projects to large-scale transformations.

01  
Assess

**Process models** are catalysts for organisational improvement, so we start by producing valuable models to understand the current state of business processes in your organisation. By gaining an intuitive, unambiguous visibility of an existing process, your organisation is empowered to make informed decisions and standardise best practices to help maximise return on investment in modelling efforts.

02  
Plan

We will work together to design a **future state** aligned to your business strategy, defining the benefits and identifying how to measure progress.

We also help you create a **process change plan** that covers the wider cultural and organisational risks and impacts that any change management activities might generate.

03  
Perform

We identify waste and opportunity by applying **process excellence tools** such as lean, root cause analysis and Six Sigma methodology, ensuring processes are fit for purpose and people work efficiently.

If any issues are more fundamental, we can assess and implement the right **technology solution**. We offer a tool-agnostic view to identify and apply automation technologies, and use our expert knowledge of emerging technologies to help implement intelligent automation systems from simple bots to artificial intelligence.

04  
Sustain

We ensure our clients possess the skills to embrace the changes and carry out their new processes, providing **robust frameworks, structures and reporting** to sustain process excellence.

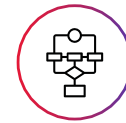
We will strengthen your capabilities with **leadership training** and **knowledge transfer** to instil the governance and oversight to maintain a long-term continuous improvement culture in your organisation.

## The benefits

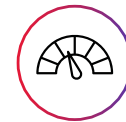
- **Better resource management** - We seek ways to cut waste and maximise resources, making your operations far more efficient to save time and money.
- **Streamlined operations** - We provide a clear view of business processes to overhaul outdated, repetitive practices through automation, creating a smarter system.
- **Reduced error** – We enable the visibility to spot risk factors and issues early on, helping to rectify them before they escalate.
- **Customer satisfaction** - The more effective your processes are, the higher your customer satisfaction is. Reduced cycle time, improved quality and better CX creates business credibility.
- **Employee satisfaction** - We eliminate employee pain points, creating better engagement and empowering employees with the right tools to effectively do their jobs.

Speak to our change consultants about how we can de-risk your project, realise your expected ROI and keep everyone onboard.

## Our offerings



Business process modelling



Process optimisation & re-engineering



Intelligent automation



Data analytics and business intelligence

## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments.

For more information  
Visit [Advisory Services](#)

Email us at [enquiry.uk@cgi.com](mailto:enquiry.uk@cgi.com)